

WHAT IS CLAIMED IS:

- 1 1. A method of defining a system for responding to an incoming electronic
2 message (IEM), the method comprising:
3 defining a categorization scheme having a plurality of hierarchically
4 organized categories;
5 linking stored information to each defined category; and
6 providing multiple response procedure modules, each of which, when
7 executed under user control, uses the stored information that is linked to a
8 selected one of the defined categories, wherein the selected category is
9 determined by analyzing the content of the IEM.
- 1 2. The method of claim 1, wherein the stored information comprise business
2 objects.
- 1 3. The method of claim 2, wherein the business objects comprise quick
2 solutions.
- 1 4. The method of claim 2, wherein the business objects comprise experts.
- 1 5. The method of claim 2, wherein the business objects comprise response
2 templates.
- 1 6. The method of claim 1, wherein the defined system performs a business
2 process.

1 7. The method of claim 6, wherein the business process comprises an
2 email response management system.

1 8. The method of claim 1, wherein the system comprises a contact center.

1 9. The method of claim 1, wherein the system comprises an interaction center.

1 10. The method of claim 1, wherein at least one of the multiple response
2 procedures performs a step of responding to the IEM.

1 11. The method of claim 1, wherein the IEM is an email.

1 12. The method of claim 1, wherein the IEM is received via Internet self-service.

1 13. The method of claim 1, wherein the categorization scheme is hierarchical
2 and has at least two levels of categories.

1 14. The method of claim 1, further comprising defining queries for each
2 category, wherein analyzing the content of the IEM involves evaluating defined
3 queries to select categories for which the corresponding defined queries match
4 the content of the IEM.

1 15. A computer program product tangibly embodied in an information carrier,
2 the computer program product containing instructions that, when executed,
3 cause a processor to perform operations to define a system for responding to an
4 incoming electronic message (IEM), the operations comprising:

5 define a categorization scheme having a plurality of hierarchically
6 organized categories;
7 link stored information to each defined category; and
8 provide multiple response procedure modules, each of which, when
9 executed under user control, uses the stored information that is linked to a
10 selected one of the defined categories, wherein the selected category is
11 determined by analyzing the content of the IEM.

1 16. The computer program product of claim 15 wherein at least one of the
2 response procedure modules, when executed, performs a step in an interaction
3 center.

1 17. The computer program product of claim 15, wherein at least one of the
2 response procedure modules, when executed, performs a step in an ERMS
3 business process.

1 18. The computer program product of claim 17, wherein at least one of the
2 response procedure modules, when executed, performs a step other than a step
3 in an ERMS business process.

1 19. A computer-implemented system for defining a system for responding to
2 an incoming electronic message (IEM), the computer-implemented system
3 comprising:

4 a graphical user interface capable of defining categorization schemes to
5 have a plurality of hierarchically organized categories and of linking stored
6 information to each defined category; and

7 multiple response procedure modules, each of which, when executed
8 under user control, uses the stored information that is linked to a selected one of
9 the defined categories, wherein the selected category is determined by analyzing
10 the content of the IEM.